Maximizing Your Results

onyx CenterSource

1 Validate proformas regularly

Make sure you are validating your Preferred / Synxis files at least twice a month. If you prefer to send your own PMS file, make sure to do it regularly

2 Make timely payments

Make sure your payment is sent to Onyx as soon as the proforma is issued so agencies receive their commission quickly (Onyx payment calendar is weekly)

3 Review Travel Agency Claims

Check regularly the "Your Commission Claims" section in the Onyx portal to review if any due commissions missed reporting/payment

4 Follow up on unapplied funds

Check regularly the "Payment Tracking > Pending Funds" section to see if Onyx received any payments without allocation instructions.

5 Keep your staff trained

Keep all your relevant staff trained on how to use the Onyx tools (training video can be found in the Preferred extranet at https://preferrednet.net)

6 Check payment status in Onyx

If an agency contacts you to follow up on a commission payment, always check your commissions on Onyx portal first

Got any questions?
Contact Onyx Client Support team:
https://www.onyxcentersource.com/need-assistance/